Discussion Topics

Q1. How can we bring the new Core Values to life and make them part of our culture?

1. Staff members in UTech need additional opportunities for internal networking and communication.
2. Find a way to eliminate the outdated Crawford 4th floor vs. 5th floor mentality
3. Provide opportunities to socialize away from the office, such as the annual UTech picnic
4. The culture is broad enough that everyone had to have parts of it to be successful.
5. Provide a manner to have a shared understand of the Core Values

Q2. Many have built personal relationships with their local IT professional(s). How do we broaden that "circle of trust" to include the broader IT organization?

1. As with any new employee, current staff must make an effort to introduce new staff to the members of the "local" teams.
2. Properly manage expectations; provide a secure web page with staff members' photos and theirs roles and responsibilities
3. Management center concierges or ambassadors could be used as a conduit to assist with the deployment of appropriate staff for the issues.

Q3. What are some ways to improve communication with IT professionals across the university?

1. Provide a manner for university staff in same area of interest and/or expertise to communicate, such as mailing lists, Q&A sessions or social media.
2. Develop a database of a staff member's responsibilities and interests. This list would be available for updating by the member and browsing by the staff.
3. Develop cross functional teams across university departments.
4. Provide opportunities for social interaction, such as digital options, Google Groups/Facebook and daily trivia
5. UTech in cooperation with the university community can celebrate success across IT.
6. Promote friendly competition.

Q4. What are some ways that we can begin to build relationships and trust among IT staff across the university?

1. Facilitate forums and informal meetings that are open to all staff, allowing for face-to-face review and discussion of current events in IT
2. Open up the daily IT ops call (what happened/will happen in 24 hours) to all IT personnel
3. Foster an environment that allows for open communication
4. UTech can facilitate projects and initiatives with all IT professionals
5. Create a culture of "yes", instead of "no"
6. Provide a familiar IT contact to act as a go between for customers and the help desk

Q5. What should the new service management support model look like? What are some examples of how we can raise the level of service university-wide?

1. Avoid a deep call tree
2. Provide continuous positive experiences with Help Desk call center
3. Provide extended hours for desk side support during school year
4. Provide desk side support during weekend evenings
5. Work on response and resolution time to increase customer satisfaction
6. Provide IT support to UH and other area hospitals

Q6. What specific actions will encourage valuable and strong employees to stay as part of the CWRU team?

1. Actively work to retain current employees
2. Increase salaries
3. Provide open dialogue as much as possible
4. Provide opportunity to access resources
5. Actively support the staff with keeping up with technology
6. Provide for the equal distribution of workload